



IMPORTANT NOTICE

RE: XXX-XXX-XXXX-XXX

August 27, 2004

XXXXXX
XXXXXX
XXXXXXXX, XX XXXXX

Dear XXXXXX,

Until very recently, Max-Tel Communications, Inc. ("Max-Tel") had been providing your **local telephone service** (dial tone) over the resold facilities of SBC Southwest (SBC). As you may be aware, Max-Tel is no longer able to provide your **local telephone service**.

But for the terms of the agreement governing Max-Tel's service to you, once Max-Tel's account with SBC was disconnected, your **local telephone service** would have been disconnected, too. To prevent your service from being disconnected without notification to you, SBC began providing **local telephone service** to you on August 27, 2004, for a limited transition period. You can continue receiving this service through September 27, 2004, which is the last day of this limited transition period. You will be billed by SBC for services provided to you during this transition period. The amount you will be charged will be detailed in your first SBC bill.

Important: You have a choice in selecting the **local telephone service** provider you want to provide service to you. To continue to receive service after September 27, 2004, you must arrange for service with one of the **local telephone service** providers in your area. Before that date, you must contact the provider you prefer to arrange for service. Contact numbers for the local telephone providers in your area are available in your local telephone directory. You must make arrangements with a provider to actually begin providing you service *before* September 27, 2004 to avoid interruption of your service.

Should you wish to continue receiving SBC service after September 27, 2004, please call our business office. The telephone number for the SBC business office in your area is available in your SBC White Pages directory.

Remember, you must have replacement service up and running before September 27, 2004. If you fail to have replacement service up and running before September 27, 2004 you may not be able to keep the same telephone number for use with replacement service established after the limited transition service has been disconnected.

If within one week prior to the date of this letter, your **local telephone service** was disconnected or you changed your local telephone service provider, please disregard this letter. **If you have any questions regarding this letter please call 1-800-667-1086.**

Sincerely,

April Mullins

A handwritten signature in cursive script, reading "April Mullins", is positioned above the typed name.

Manager
SBC Southwest